

## Instructions for creating a Citizen Self-Service login for the City of Smyrna:

From the City of Smyrna website – [www.smyrnacity.com](http://www.smyrnacity.com) – hover over I Want To, hover over Pay and click on Water / Sewer (Utility) Bill.



Click on the link under Pay Online.



This will open a new window. (You may need to allow a pop-up for the window to open.)

The screenshot shows a web browser window with the URL <https://portal.smyrnaga.gov/MSS/Citizens/default>. The page title is "Citizen Self Service". The browser's address bar shows "File Edit View Favorites Tools Help". The page header includes "Home - Team Site Suggested Sites Web Slice Gallery" and "Munis Self Services". The main content area has a welcome message: "Welcome to Smyrna's Citizen Self Service Portal! Please use the menu options on the right to search for Personal Property or Real Estate Property Tax information. You will need to log in to view Utility Billing information. To create a login, press the Register button." Below this is a login form with two sections: "Log in to access" and "Don't have a login?". The "Log in to access" section includes links for "Business Licenses", "Non-Emergency Requests", "Permits and Inspections", and "Utility Bills". It has input fields for "User name" and "Password", a "Forgot your password? Register" link, and a "Log in" button. The "Don't have a login?" section has a message: "No problem, you can still quickly access:" and links for "Personal Property Taxes" and "Real Estate Property Taxes". The footer shows "©2015 Tyler Technologies, Inc."

Click Register to establish a Citizen Self-Service login.

The screenshot shows a web browser window with the URL <https://portal.smyrnaga.gov/MSS/Citizens/UserRegistration>. The page title is "City of Smyrna Self Services". The browser's address bar shows "File Edit View Favorites Tools Help". The page header includes "Home - Team Site Suggested Sites Web Slice Gallery" and "Munis Self Services". The main content area has a "Citizen Self-Registration" section. It includes a list of links on the left: "Home", "Citizen Self Service", "Business Licenses", "Non-Emergency Requests", "Permits and Inspections", "Personal Property Taxes", "Real Estate Property Taxes", and "Utility Bills". The registration form has the following fields: "User ID (between 1 and 20 characters)", "Re-type user ID", "Password (between 8 and 15 characters)", "Re-type password", "Password hint", and "Email address". Below these fields is a CAPTCHA image showing the number "2021" and a text prompt: "Please type these numbers into the box below them". There is a "Save" button at the bottom of the form. The footer shows "©2015 Tyler Technologies, Inc."

Enter information for all fields and click Save.